



Fair Wear & Tear Guide

MATERIAL HANDLING END OF LEASE TERM GUIDELINES



NZ FORKLIFT INDUSTRY ASSOCIATION
www.nzfia.org.nz



Material Handling

This fair wear and tear guide clearly and simply outlines a Rental Companies' expectations of its machines at lease end.

It shows the most typical forms of wear and tear sustained by material handling equipment.

The guide includes recommendations on how to reduce your exposure to these problems.

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We understand that fair wear and tear and sometimes damage are part of the life of a lease machine.

We will always work with you to provide ways to minimise any costs for repair that needs to be charged at the end of your lease.

We offer a variety of programmes to assist in reducing your end-of-lease costs:

- » Operator training
- » Recommendation on machine specifications including accessories

We want your end of lease experience to be as easy as possible. Please ask your account manager to assist in the management of any end-of-lease requirements you may have.



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Please use this guide to avoid unforeseen costs and if you have any questions please call your account manager. The information in this booklet is current at time of printing only (June 2019). For the most up-to-date information, please refer to our website www.nzfia.org.nz



Seating & Flooring



What's acceptable?

Light Staining

Provided it can be completely removed by steam cleaning.

Fading or discolouring

Provided it has been caused by exposure to sunlight and not from contact with other substances (e.g. corrosive cleaning solvents).

Ageing through normal usage

Any wear that is due to ageing or normal usage, including surface cracks, wear below pedals, threadbare fabric and tears caused by wear on the seat seams.

What's not acceptable?

Stains that permanently damage the texture of the seat fabric

TYPICAL CAUSES: tar, oil, grease, paint, concrete.

Cuts, rips or tears

Typical causes: carrying inappropriate items or wearing unsuitable clothing, carrying keys on belts, or not correctly restraining loads.

Burns

TYPICAL CAUSES: cigarettes, corrosive substances.

We recommend...

- » Fitting seat covers. Please contact us if seat covers are required.
- » Advising staff members not to place heavy materials or equipment on the seats of the machine, or equipment on, under, or behind the seats.
- » Encourage your staff to treat the seating with care. Ensure they understand that your company will be charged for any significant damage.
- » If a seat cover is showing wear, please replace it.
- » Remove sharp tools from tool belts when operating machine.
- » Replace worn out floor mats.
- » Regular cleaning. Please ask rental company first
- » Entering and exiting the forklift in the correct manner.

Damage to seat structure (internal or external)

TYPICAL CAUSES: carrying inappropriate items, behind or under seats, imposing excessive force on seats, removing seats temporarily or permanently. Please ensure your seat is rated to carry your operator. (Standard seat - Max 120kg)

Removal of seat

Floor mats missing



Dashboard, Switches & Controls



What's acceptable?

Light staining and scratches

That is visible but cannot be felt.
Staining that can be removed.

TYPICAL CAUSES: clipboards, pens, etc.

Fading or discolouring

Provided it has been caused by exposure to sunlight and not from contact with other substances (e.g. corrosive cleaning solvents).

Moderate to heavy scratches

Up to 100mm long provided they are isolated.

Switches, controls or display working

As long as fault is not caused by misuse or water damage.

What's not acceptable?

Moderate to heavy scratches over 100mm in length

TYPICAL CAUSES: storage of tools or equipment, accident damage, vandalism and negligence.

Burns

TYPICAL CAUSES: cigarettes, corrosive substances.

Staining

TYPICAL CAUSES: tar, oil, grease, paint, concrete.

Removal of any item or accessory supplied with the vehicle, or subsequently fitted at our expense

Unless done with our prior written approval (e.g. cup holder, seat pocket, radio etc.)

We recommend...

- » Do not place heavy materials or equipment on the dashboard.
- » The latest fitting techniques are used to fit radios and phones, etc. Call us for assistance with fitting options. Incorrect fitting can damage the machines electronic components.
- » Encourage your staff to treat the interior with care. Ensure they understand that your company will be charged for any damage.
- » Contact us for written approval if you want to fit, remove or replace any accessory in a vehicle on contract to you.
- » Any accessories fitted at your expense may be removed before the vehicle is returned to us, provided any accessory supplied with the vehicle is replaced in its original position and no damage is left from the accessory removal. Care should be taken when fitting and removing accessories.

Holes and wiring made to accommodate an accessory that has been removed (e.g. RT, GPS)

Holes need to be repaired before machine returned.

Switches, controls or dashboard/display broken

TYPICAL CAUSES: Using force to operate, water damage, impact damage.



Cab, Side Panels, Doors, Overhead Guard & Counterweight



What's acceptable?

Minor scratches or dents

Provided there are no cracks or dents and the basic structure is unchanged. Dents less than 50mm in diameter & less than 5mm in depth.

Minor scuffing of counter weight

Caused through normal usage, not including impact damage

Wear due to normal usage

Doors, window catches, locks, hinges and door seals worn through normal use.

What's not acceptable?

Large scratches or dents which are visible

Dents over 50mm in diameter and greater than 5mm in depth.

TYPICAL CAUSES: collision or impact damage.

Panelling that is bent or otherwise distorted

TYPICAL CAUSES: carrying inappropriate loads, impact damage.

Cracked/damaged roof cover

TYPICAL CAUSES: carrying inappropriate loads, impact damage.

We recommend...

- » Not allowing inappropriate loads to be carried.
- » Ensure that wherever possible the load is fully secured.
- » Review layout of yard or warehouse if you are having problems with panel damage.
- » Check spacing of racks, low ventilation ducts or beams.
- » Any damage or deterioration to overhead guard must be notified to owner immediately.
- » Review operator training if you are having problems with panel damage.

Cracked, chipped or broken windscreen glass

Any kind of windscreen or window damage is not acceptable.

Damaged or missing door latches or locks

Corrosion

TYPICAL CAUSES: Exposure to corrosive substances, damage not repaired.



Forks & Load Backrest



What's acceptable?

Forks

There is no acceptable wear or tear for forks - they should last the life of the fork truck with correct use. However, some wear on the fork catches is acceptable i.e.: missing latch through wear and tear of the retaining pin, provided there is no sign of force.

Worn Load Backrest

Minor or slightly bent load backrest through wear and tear is acceptable provided the load backrest is still serviceable without causing further damage.

What's not acceptable?

Forks bent downwards

One or both forks bent downwards.

TYPICAL CAUSES: carrying loads heavier than the rated capacity, uneven load distribution, or carrying a load on one fork.

Forks bent upwards

Forks that are bent upwards or gouged on the fork.

TYPICAL CAUSE: impacting at speed with forks tilted back.

We recommend:

- » Do not lift items heavier than the forklift's rated weight capacity.
- » Do not travel with forks scraping along the ground. Always use both forks to lift the load
- » Do not lift items heavier than the forklift's rated weight capacity. Be aware of extended load centre when lifting oversize loads or when attachments are fitted.
- » Do not tie ropes or chains to the load back rest to drag heavy objects.
- » Remember that forklifts are not designed to shunt things.
- » Ensure loads are secure.

Worn forks

TYPICAL CAUSES: travelling with forks scraping on the floor or fork tip damage or wear. (Refer to AS/ANSI standard re: wear)

Bent or broken Load Backrest

Bent to the point where it will not support the load. Broken or torn from mountings.

TYPICAL CAUSES: Overloading, impact damage, towing objects.



Mast, Hydraulics & Carriage



What's acceptable?

Hoses worn/cracked or blown due to age

Minor paint scrapes

From normal usage.

Chain and roller wear

Due to normal usage.

What's not acceptable?

**Damaged Hydraulic Rams,
Pipes and Hoses**

Dented hydraulic cylinders, pitted or gouged chrome on hydraulic rams, crushed or damaged hoses.

TYPICAL CAUSES: impact damage, carrying inappropriate loads.

Torn Hoses

Hoses torn from fittings.

Carriage

Bent or buckled due to impact damage.

Gouges

Gouges in carriage/mast.

TYPICAL CAUSES: impact or hitting sharp objects.

We recommend:

- » Report all accidents or supervisors and service provider, no matter how minor.
- » Ensure weekly check sheets are completed and problems noted.
- » Do not continue to use the forklift if a warning light comes on.
- » Remember that a minor fault can become a major one if left unattended.

Unaligned Mounts

Mounts moved out of alignment.

TYPICAL CAUSES: impact or extreme overloading.

Collapsed or Shattered Bearings

Bearings can only be shattered through impact.



Accessories



What's not acceptable?

Missing/Damaged Lights, Mirrors or Beacons

Cracked or broken glass, bent and broken brackets, missing fuses and bulbs, wiring damage etc.

Damaged LPG Cradle

Damaged locks, snapped cable, bent cradle, damaged hose or couplings.

TYPICAL CAUSE: force used when changing bottles.

Keys missing

All ancillary equipment fitted for the safe use and/or operational purposes.



Tyres & Rims



What's acceptable?

Scratches and scuffs to rims and tyre sidewalls

What's not acceptable?

Damage to the rim or main body of a wheel

TYPICAL CAUSES: impact damage, scraping on racking, pallets, kerbs and sharp objects.

Significant damage to the sidewalls of tyres

TYPICAL CAUSE: kerbing.

Incorrect tyres fitted

Replacement tyres that don't meet the recommendations of the vehicle manufacturer re: type, size and rating.

Tears due to impact with jagged objects

Damaged or bent rims

Wheel nuts or studs missing, or damaged

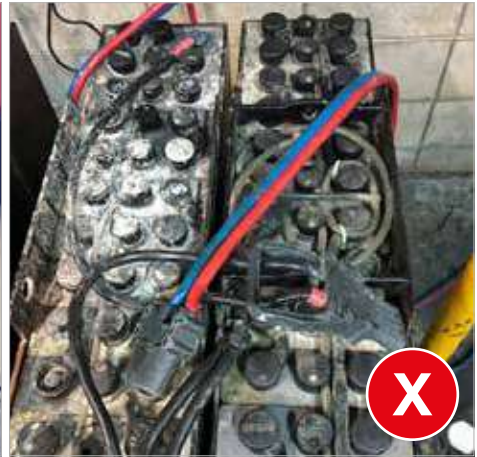
Punctures - (Customers care)

We recommend:

- » Ensure tyre pressures are regularly maintained.
- » Ensure qualified tyre experts carry out regular tyre inspections. We can assist with tyre inspection programmes.



Battery & Battery Charger



Battery & Charger What's not acceptable?

- Damaged plugs
- Damaged or missing cell caps
- Chaffed cable
- Wet cell tops and water in battery box
- Damaged wiring to temp probes and battery monitoring units
- Dented or damaged charger
- Exposed wires on plugs from pulling on cables (see example on the right) →
- Excessive corrosion build up (see example top right) ↗





Common Examples Of Misuse



This covers areas where an operator uses the machine in a dangerous or unsafe manner. Often this can turn minor repairs into major ones.

Common examples of misuse are:

- Lifting containers is a common cause of damage to the forklift's forks and carriage. It has also caused forklifts to tip over.
- Operating the machine when "warning" lights are on, particularly when the forklift is overheating or "low oil" light is flashing.
- Leaving the machine unattended while engine is running.
- Using a forklift as a shunter will damage transmission, front axle and mast.
- Putting contaminated or incorrect fuel into the machine.
- Lifting loads greater than the capacity of the forklift which could cause damage to the carriage or rollers etc.
- Continuing to use a forklift with collapsed wheel bearing thereby damaging the axle.
- Not reporting and continuing to use the machine when the machine is not functioning normally.

We recommend:

- » Ensuring completion of daily check sheets will identify minor problems and ensure oil/water levels are maintained.
- » Adopt a 'zero tolerance' policy towards dangerous or unsafe driving practices amongst operators.
- » Look at installing 'cut off' switches to prevent forklifts being left running.
- » Ensure operators are aware of what their machines lifting capacity.
- » Ensure fibres are vacuumed out of the engine bay/radiator on a regular basis.
- » We recommend ensuring your operators are appropriately trained and competent.

- Using a machine that has been involved in an accident or is undergoing repair, before a service technician has fully repaired it.
- Dunnage getting trapped in the mast/carriage area and not being removed. Allowing a large build up of fibrous materials in the engine bay, around the wheels or the radiator e.g. paper, plastic wrap, wood chips or wool fibre.



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